



Parent Code of Conduct

Purpose

CSV Limited, together with its School's Casey Grammar School, Balcombe Grammar School, and Clyde Grammar (collectively referred to as 'CSV') values positive, respectful and productive relationships across the School Community.

This Parent Code of Conduct outlines the way in which CSV requires parents to conduct themselves when visiting a school, participating in school activities, and communicating with members of our community, including students, staff, and other parents.

This Code of Conduct operates in addition to other school policies and procedures which apply to parents and may be varied from time to time by the school in its absolute discretion.

Scope

This Code of Conduct applies to all CSV parents with students enrolled at a CSV School.

For the purpose of this policy 'parent' includes any adult who plays a parental or caregiver role or forms part of the extended family or care structure in relation to an enrolled student.

This Code applies across all school environments, during and outside school hours, and within and outside the physical school environment, including online.

References to 'staff' within this policy refers to all staff, volunteers and contractors including, but not limited to, Teaching and Learning Staff, Administration Staff, Casual Relief Teachers and Pre-Service Teachers.

Expectations of Parents

Parents are expected to conduct themselves appropriately, modelling behaviours for their children to learn from, by supporting the educational ethos and values of CSV and working with the School as it educates and provides pastoral support to all students.

Parents support CSV and act as positive role models by, for example:

- Complying with, and supporting the implementation of, CSV policies, procedures and directions, and ensuring their children do the same.
- Respecting, and demonstrating respect to their children for, the inclusive nature of the school and its diverse community.
- Supporting the Christian ethos, values and traditions of CSV.
- Encouraging their children to participate actively in school life, including co-curricular and extracurricular activities (some of which may be compulsory).
- Responding constructively to concerns raised by the school about their child, including attending meetings, providing information and cooperating with reasonable requests.
- Keeping the school informed of relevant behavioural, educational, medical (physical or psychological), or wellbeing needs of their child.

CSV LTD

ABN 93 061 557 364

Balcombe Grammar School

389 Nepean Highway
Mount Martha, Victoria 3934
Ph. (03) 5970 1100
www.balcombegrammar.vic.edu.au

Casey Grammar School

3 New Holland Drive
Cranbourne East, Victoria 3977
Ph. (03) 5991 0800
www.caseygrammar.vic.edu.au

Clyde Grammar

110 Smiths Lane
Clyde North, Victoria 3978
Ph. (03) 8903 4500
www.clydegrammar.vic.edu.au

- Keeping the school informed of parenting arrangements, including any court orders that may affect student care or access.
- Avoiding gossip, speculation or unconstructive commentary, including on social media, and recognising the harm such behaviour can cause within a school community.
- Using appropriate channels to raise concerns (see **Raising Concerns Appropriately and Productively** below).

Respect for Others

CSV expects parents to behave respectfully at all times toward staff, students and other parents. This expectation applies to verbal communication, written communication, tone, body language and conduct.

'Respect' is intentionally a broad concept. The following behaviours are not acceptable and will be considered breaches of this Code (this list is not exhaustive):

- Bullying, intimidation, discrimination, victimisation and child abuse.
- Actual or threatened aggression or violence.
- Harassment, including sexual harassment.
- Hostile or aggressive non-verbal behaviour (such as glaring or intimidating gestures).
- Gossip, rumor and innuendo.
- Use of offensive, aggressive or abusive language.
- Use of age-inappropriate language when communicating with children.

Photography & Filming

Parents must comply with all school policies, guidelines and/or directives related to photographing and/or filming on school grounds or at school events.

As a general rule, parents must not take photos, videos or other recordings of any other student without their parent's express consent.

Recording

Parents, or any other participant, must not make audio or video recordings of meeting, conversations, telephone calls or other interactions with CSV staff without the knowledge and content of all participants and explicit authorisation of the Principal.

Social Media and Online Conduct

The expectations set out in this Code of Conduct extend to the way a parent uses technology and behaves online.

When using social media or online platforms, parents will:

- Not discuss or mention CSV, Casey Grammar School, Balcombe Grammar School and/or Clyde Grammar, its staff, or any members of the school community in a negative, offensive or defamatory way. This includes where an image or recording shows a student in school uniform behaving inappropriately.
- Be respectful of staff, contractors, volunteers, and students.
- Not use it to raise or ventilate grievances about the school.

- Not contact students (other than their own child) without the express consent of the student's parents.
- Respect staff members' professional and personal boundaries, by not using their personal online presence to raise school matters.
- Not publish or share personal information (including contact information, images and recordings) concerning a staff member, parent, student or other member of the school community online without express consent.
- Not set up any online website, forum or group which features the school's name in its title, or which may suggest that it is operated or sanctioned by the school.

Attending School Activities and Events

Parents must respect the school's policies and procedures when visiting the school. Parents should proceed to reception upon arrival to sign in and should only enter a classroom or other student environment when invited to do so by a staff member. This requirement does not apply when visiting the school to attend an activity or event to which all members of the school community have been invited; or when dropping-off or collecting a child at designated times and locations.

When visiting a CSV school or attending activities and events, parents must behave in accordance with this Code, including by:

- Demonstrating good conduct and support for all students when attending the school's art, drama and sporting events.
- Complying with occupational health and safety and risk management requirements.
- Complying with any reasonable directions given by CSV staff.
- Treating school property with care and reporting any damage promptly.
- Dressing appropriately for the occasion, including avoiding offensive or inappropriate clothing or slogans.
- Not being under the influence of drugs and alcohol.

Drop Off/Pick Up

When dropping off and picking up students from the school, parents are expected to ensure the health and safety of all members of our school community, as well as the wider community, at all times.

Parents must comply with all traffic rules and any school traffic management system in place. This includes adhering to applicable speed limits, observing all traffic signs, limiting the use of car horns (unless indicating imminent danger), and parking appropriately and safely. Parents must ensure their vehicle is safely parked or stopped in a designated area before students enter or exit the vehicle.

Parents should ensure that their child is not left on school grounds unattended/unsupervised before 8:30am and after 3:30pm.

Raising Concerns Appropriately and Productively

CSV is committed to the education and wellbeing of each student. It is therefore critical that parents are able to raise genuine concerns and grievances in an appropriate, constructive and respectful forum.

Grievance management procedures are set out in the CSV Complaints Resolution/Grievance Policy available on our website. This policy sets out how concerns and grievances may be raised with CSV;

who they should be raised with; and how CSV will deal with these in a respectful and timely manner. Parents with concerns and grievances should consult the policy. However, in general:

- Parents should not communicate with another student and/or another student's parents about an issue concerning their own child.
- Parents must not attempt to discipline a student who is not their child and should not raise their voice or be aggressive or hostile when communicating (verbally or non-verbally) with another family's child.
- Concerns should first be raised with the child's teacher. More serious concerns, or unresolved matters, may be escalated to the appropriate member of the School Leadership Team.
- Wherever possible, parents should request a face-to-face meeting rather than relying solely on written communication.
- Parents should clearly articulate their concern and, where appropriate, the outcome they are seeking.
- Communications must be composed and respectful. Parents are encouraged to pause and reconsider before sending messages if emotions are heightened.
- While the school is committed to dealing with concerns and grievances in a timely manner, parents should understand that staff may not be able to respond immediately, particularly outside school hours or during term breaks.
- Parents should respect that the school employs experienced educators and other professionals who are well-trained in making academic, disciplinary, extracurricular, pastoral and wellbeing decisions every day. Whilst the school will always take into account the interests of a parent's child, the school ultimately makes decisions in the interests of all students and the broader school community.
- Parents should recognise that just as the school will seek to respect each student's privacy, the school will also respect the privacy of other members of the school community. This means there are limits to what information the school will share with a parent when issues arise. This does not mean that the school is not taking an issue or situation seriously or hiding information from a parent.

Consequences for Breaching this Code of Conduct

With these guidelines in place, it is hoped that parents can appropriately direct their concerns and contribute to a harmonious school community that reflects CSV values.

The Principal will have absolute discretion for determining consequences for breach of this Parent Code of Conduct. Consequences may include, but are not limited to:

- A request that the relevant conduct immediately cease or be rectified
- A written warning.
- A parent (or another relevant person) being prevented from entry to school grounds, either for a particular period of time or permanently.
- A parent (or another relevant person) being excluded from the school activities or events.
- A requirement that a parent (or another relevant person) only communicate with members of staff through a nominated school representative.
- Termination of the enrolment of a parent's student(s).
- Removal of a sibling from the enrolment waiting list.

Any consequences which involve an ongoing enrolment relationship, requires that there remain trust and confidence in a parent's capacity and willingness to uphold the standards in this Code of Conduct.

Staff are empowered to take steps to protect their own health and wellbeing. If they feel that a parent is being inappropriate, they are encouraged to indicate this and ask that it stop. If it does not, or if a staff member feels that a parent's actions are posing a risk to their or someone else's health and wellbeing, they are empowered to remove themselves from the situation. This may include by immediately concluding a meeting or phone call, or by demanding that a parent immediately leave the school grounds (or a school activity or event).

CSV, where appropriate, may involve other authorities.

Review

This policy is to be reviewed, approved and endorsed every two (2) years, as a minimum.

Last approved July 2026.

Next review July 2028.

This policy is subject to change without notice at the sole discretion of CSV Limited.

Printed hardcopies or downloads of this policy are considered uncontrolled.